

Castrol Distributor Rewards

Sales Incentive Program

Overview + How to Register Guide



What is SCORE Rewards

- Castrol awards program where DSRs can earn points for signing new accounts and maintaining accounts that purchase Castrol
- Points can be spent on over 100,000 items in the merchandise mart, exciting trips, entertainment experiences, and gift cards
- DSRs receive ongoing points as long as customers are buying Castrol
- Points accumulate for the life of the customer



SCORE Rewards for Distributor Sales Representatives Overview

Program Highlights

- Points DO NOT Expire
- Points paid per Castrol gallons sold to customer + potential for New Account Bonuses
 - Points per gallon are based on Castrol product brand
- 3-Tier Structure Based on Annualized Gallons Sold:

“Platinum” (DSRs)

- Maintain 75,000 gallons of existing volume or sign 15,000 gallons of new business annually
- Earn additional 20% bonus for each award transmittal while maintaining volume thresholds
- *(ex. sell 100 gallons of EDGE and receive an additional 200 points)*

“Gold” (DSRs)

- Maintain more than 5,000 gallons of existing volume or sign at least 1,000 gallons of new business annually

“Silver” (DSRs)

- Maintain less than 5,000 gallons of existing volume and sign less than 1,000 gallons of new business
- Enter deactivation process and no longer earn awards if minimum gallons are not upheld over 90 days.

“Suspended & Expired” (DSRs)

- After 90 days in Silver status without bringing up their volume to Gold level, the DSR falls into Suspended Status where they will still be active for an additional 90 days but no longer receive points while in Suspended status not actively receive points deposits for Volume Based Promotions and New Account Bonuses while in Suspended Status.
- If the DSR fails to bring their volume up to Gold level after 90 days in Suspended Status, their account will change to “Expired Status” where all points in the DSR user’s points bank will be forfeited, all account claims will be expired, and the DSR user will no longer be enrolled in the Castrol SCORE Rewards Program.

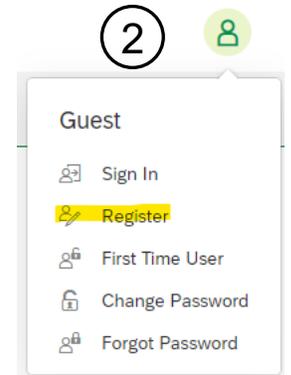


How to Register in the Castrol Portal



Castrol Portal Registration – *only for new DSRs*

1. Open a web browser and visit customerportal.castrol.com
2. Click on the profile image in the top right-hand corner and choose register
3. Enter your personal details, Castrol account #, and Access type in the required* fields
 - a) Check the I'm not a robot field
 - b) Review all information for accuracy and click "**Register**"
4. Watch for the email containing username **(save in a safe place for future reference)*



Customer Information

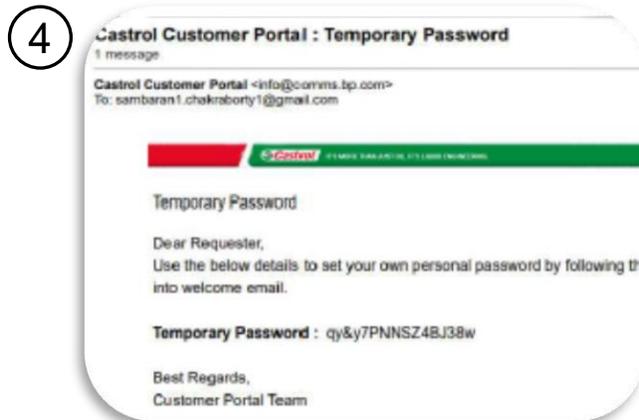
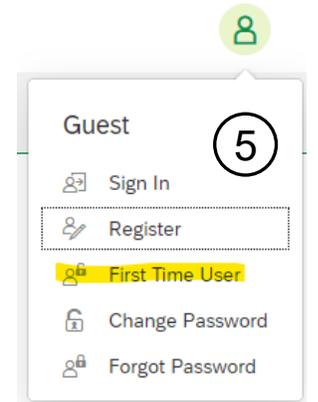
*Email Address:	<input type="text"/>	*Castrol Account#:	<input type="text"/>
*First Name:	<input type="text"/>	Company Name:	<input type="text"/>
*Last Name:	<input type="text"/>	*Access Type:	<input type="text"/>
*Phone:	<input type="text"/>	Additional Role Information:	<input type="text"/>
Address:	<input type="text" value="Search"/>		
Street:	<input type="text"/>		
City:	<input type="text"/>		
Province/State:	<input type="text"/>		
Country:	<input type="text"/>		
Postal Code/Zip:	<input type="text"/>		

I'm not a robot  reCAPTCHA
Privacy - Terms

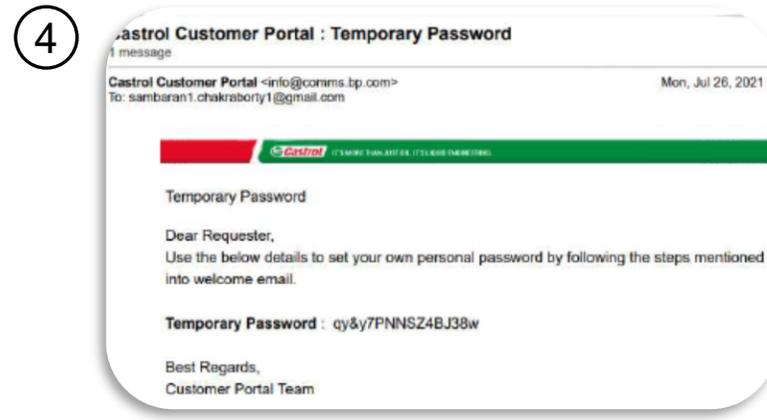
Examples shown for reference

Castrol Portal Registration... continued

3. Review registration email containing username - **save in a safe place for future reference**
4. Watch for 2nd email containing temporary password - **save for future reference**
5. Go back to the portal and click first time user log in
6. Use temporary password from registration email to create permanent PW
7. **Save UN and PW in a safe place for future reference**



Examples shown for reference



Examples shown for reference

How to Register in the SCORE Program



Castrol SCORE Rewards Registration

1. Open Castrol Streetview: <https://castrolstreetview.com/sso/>
2. Select “Open IMI”

Castrol STREET VIEW

LOG OUT

IMI

TAKE ACTION:

Level 1 / 0pts

LISTS: Choose... GO

PIPELINE STATUS: 0

LEADS	PROSPECTS	IN NEGOTIATION	LOST	NOT VIABLE	CUSTOMERS
0	0	0	0	0	0

RECENT INSIGHT SEARCH RESULTS:

You have no recent searches. Use the link below to start using InSight.

OPEN INSIGHT

ACCOUNT ACTIVATION:

315 Not Activated

0 Pending DSR

0 Pending Final Approval

31 All Activated

RECENT IMI SEARCH RESULTS:

SEARCH TEXT	SECTOR	GO
RAYM	PCO, HD, IND	GO
RA	PCO, HD, IND	GO
ray	PCO, HD, IND	GO

OPEN IMI

CALCULATORS

Click Here

Castrol SCORE Rewards Registration... continued

1. Select the three horizontal bars in the top left-hand corner
2. Choose “*Castrol SCORE*”

The first screenshot shows the top navigation bar of the Castrol IMI system. It features the Castrol logo and IMI logo on the left, and 'HELP' and 'LOG OUT' buttons on the right. Below the navigation bar is a 'CUSTOMER SEARCH' section with 'Account Filters' and 'Sales Filters'. The 'Account Filters' include a 'Text Search' field and a 'Channel' dropdown. The 'Sales Filters' include a 'Time Frame' dropdown, a 'Brand' dropdown, and a 'Sales Volume' field. A green arrow points to the menu icon in the top left corner.

The second screenshot shows the same top navigation bar. Below it is a horizontal menu with three tabs: 'ACCOUNTS', 'SCORE REWARDS', and 'REPORTS'. The 'SCORE REWARDS' tab is selected and highlighted with a green arrow. Below the menu are 'USER ACTIVITY' and 'NEW ACCOUNT BONUS REPORT' links. The 'Account Filters' and 'Sales Filters' sections are also visible below the menu.

Castrol SCORE Rewards Registration... continued

1. Read through the How it Works sections

The screenshot shows the Castrol SCORE Rewards website. At the top is the Castrol logo and 'IM1'. Below is a navigation bar with 'SCORE REWARDS' and tabs for 'REWARDS STATUS', 'INFORMATION', 'REDEEM POINTS', 'ORDER HELP', and 'SELLOUT'. The main heading is 'HOW IT WORKS'. Below this is a section titled 'HOW IT WORKS PCO' with 'GENERAL TERMS' and 'PCO TIERED NEW ACCOUNT SIGNING BONUS'. The 'GENERAL TERMS' section includes a bulleted list of conditions. The 'PCO TIERED NEW ACCOUNT SIGNING BONUS' section lists point tiers for different sales volumes. To the right, there is a table titled 'CASTROL REWARDS POINTS VALUE BASED ON PRODUCT' listing various Castrol products. At the bottom of the screenshot, there are two black oil bottles.

HOW IT WORKS PCO

GENERAL TERMS

- DSR must claim an account in the IMI subject to approval by Castrol PCO ASM. Volume bonus is paid upon verification in Turview after 90 days. DSRs must notify their HD or PCO ASM if a newly claimed account is NEW to ensure it's made eligible for the New Account Signing Bonus
- Distributor Sales Managers (DSMs) earn 10% of DSR earnings.
- DSRs are assigned to a DSM in the IMI by the Castrol PCO ASM.
- DSR Reward payments will be made weekly and are reflective of sales data submitted to Castrol.

PCO TIERED NEW ACCOUNT SIGNING BONUS

- 200,000 points (10k+)
- 175,000 points (5k - 9,999k)
- 120,000 points (3k - 4,999k)
- 100,000 points (1k - 2,999k)
- Castrol Premium Lube Express (CPLE) – signing bonus for 40,000 points

CASTROL REWARDS POINTS VALUE BASED ON PRODUCT

Castrol® EDGE®*
Castrol® GTX® Full Synthetic®
Castrol® GTX® High Mileage
Castrol® Transmax® ATF/CVT Universal
Castrol® GTX®

*Includes Castrol® EDGE®, Castrol® EDGE® Professional, Castrol® GTX®

2. Scroll to the bottom, then select “Request Enrollment” to proceed →

The screenshot shows a white box with the text 'Terms & conditions for this program may be... Access your rewards account, then select th...' at the top. Below the text is a green button with the text 'REQUEST ENROLLMENT' in white capital letters.



Castrol SCORE Rewards Registration... continued

1. Provide your home address info and SSN for W9 purposes.

 HELP LOG OUT

SCORE REWARDS

Please provide your home address for w9 purposes.

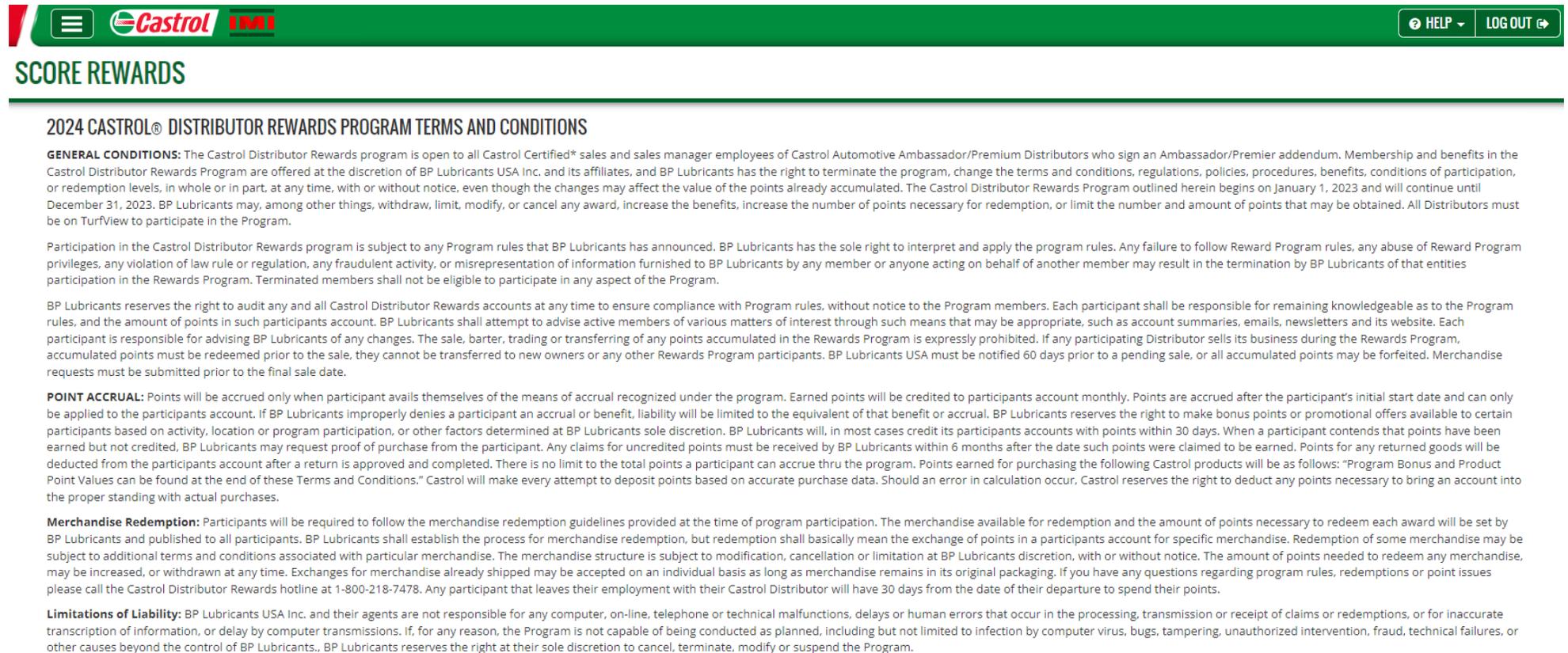
First	<input type="text" value="First Name"/>	Address 1	<input type="text" value="Address 1"/>
Last	<input type="text" value="Last Name"/>	Address 2	<input type="text" value="Address 2"/>
SSN	<input type="text" value="SSN 123-45-6789"/>	City	<input type="text" value="City"/>
		State	<input type="text" value="- Select -"/>
		Zip	<input type="text" value="Zip"/>

By clicking continue you acknowledge that this information is accurate to the best of your ability.

Select "Continue" to proceed 

Castrol SCORE Rewards Registration... continued

1. Provide your home address info and SSN for W9 purposes.



2024 CASTROL® DISTRIBUTOR REWARDS PROGRAM TERMS AND CONDITIONS

GENERAL CONDITIONS: The Castrol Distributor Rewards program is open to all Castrol Certified* sales and sales manager employees of Castrol Automotive Ambassador/Premium Distributors who sign an Ambassador/Premier addendum. Membership and benefits in the Castrol Distributor Rewards Program are offered at the discretion of BP Lubricants USA Inc. and its affiliates, and BP Lubricants has the right to terminate the program, change the terms and conditions, regulations, policies, procedures, benefits, conditions of participation, or redemption levels, in whole or in part, at any time, with or without notice, even though the changes may affect the value of the points already accumulated. The Castrol Distributor Rewards Program outlined herein begins on January 1, 2023 and will continue until December 31, 2023. BP Lubricants may, among other things, withdraw, limit, modify, or cancel any award, increase the benefits, increase the number of points necessary for redemption, or limit the number and amount of points that may be obtained. All Distributors must be on TurfView to participate in the Program.

Participation in the Castrol Distributor Rewards program is subject to any Program rules that BP Lubricants has announced. BP Lubricants has the sole right to interpret and apply the program rules. Any failure to follow Reward Program rules, any abuse of Reward Program privileges, any violation of law rule or regulation, any fraudulent activity, or misrepresentation of information furnished to BP Lubricants by any member or anyone acting on behalf of another member may result in the termination by BP Lubricants of that entities participation in the Rewards Program. Terminated members shall not be eligible to participate in any aspect of the Program.

BP Lubricants reserves the right to audit any and all Castrol Distributor Rewards accounts at any time to ensure compliance with Program rules, without notice to the Program members. Each participant shall be responsible for remaining knowledgeable as to the Program rules, and the amount of points in such participants account. BP Lubricants shall attempt to advise active members of various matters of interest through such means that may be appropriate, such as account summaries, emails, newsletters and its website. Each participant is responsible for advising BP Lubricants of any changes. The sale, barter, trading or transferring of any points accumulated in the Rewards Program is expressly prohibited. If any participating Distributor sells its business during the Rewards Program, accumulated points must be redeemed prior to the sale, they cannot be transferred to new owners or any other Rewards Program participants. BP Lubricants USA must be notified 60 days prior to a pending sale, or all accumulated points may be forfeited. Merchandise requests must be submitted prior to the final sale date.

POINT ACCRUAL: Points will be accrued only when participant avails themselves of the means of accrual recognized under the program. Earned points will be credited to participants account monthly. Points are accrued after the participant's initial start date and can only be applied to the participants account. If BP Lubricants improperly denies a participant an accrual or benefit, liability will be limited to the equivalent of that benefit or accrual. BP Lubricants reserves the right to make bonus points or promotional offers available to certain participants based on activity, location or program participation, or other factors determined at BP Lubricants sole discretion. BP Lubricants will, in most cases credit its participants accounts with points within 30 days. When a participant contends that points have been earned but not credited, BP Lubricants may request proof of purchase from the participant. Any claims for uncredited points must be received by BP Lubricants within 6 months after the date such points were claimed to be earned. Points for any returned goods will be deducted from the participants account after a return is approved and completed. There is no limit to the total points a participant can accrue thru the program. Points earned for purchasing the following Castrol products will be as follows: "Program Bonus and Product Point Values can be found at the end of these Terms and Conditions." Castrol will make every attempt to deposit points based on accurate purchase data. Should an error in calculation occur, Castrol reserves the right to deduct any points necessary to bring an account into the proper standing with actual purchases.

Merchandise Redemption: Participants will be required to follow the merchandise redemption guidelines provided at the time of program participation. The merchandise available for redemption and the amount of points necessary to redeem each award will be set by BP Lubricants and published to all participants. BP Lubricants shall establish the process for merchandise redemption, but redemption shall basically mean the exchange of points in a participants account for specific merchandise. Redemption of some merchandise may be subject to additional terms and conditions associated with particular merchandise. The merchandise structure is subject to modification, cancellation or limitation at BP Lubricants discretion, with or without notice. The amount of points needed to redeem any merchandise, may be increased, or withdrawn at any time. Exchanges for merchandise already shipped may be accepted on an individual basis as long as merchandise remains in its original packaging. If you have any questions regarding program rules, redemptions or point issues please call the Castrol Distributor Rewards hotline at 1-800-218-7478. Any participant that leaves their employment with their Castrol Distributor will have 30 days from the date of their departure to spend their points.

Limitations of Liability: BP Lubricants USA Inc. and their agents are not responsible for any computer, on-line, telephone or technical malfunctions, delays or human errors that occur in the processing, transmission or receipt of claims or redemptions, or for inaccurate transcription of information, or delay by computer transmissions. If, for any reason, the Program is not capable of being conducted as planned, including but not limited to infection by computer virus, bugs, tampering, unauthorized intervention, fraud, technical failures, or other causes beyond the control of BP Lubricants., BP Lubricants reserves the right at their sole discretion to cancel, terminate, modify or suspend the Program.

Review
Program
Terms &
Conditions

2. Scroll to the bottom, then select “Continue” to proceed

CONTINUE



Castrol SCORE Rewards Registration... finish

1. Tick I certify and click “Accept and Approve” to complete the renewal

DSR must mark an account as “new” during the account claiming process in the IMI by selecting either “Yes” or “No” when prompted.

Assigned Distributor Sales Manager will earn 10% of DSR earnings paid quarterly. DSRs will be assigned to a DSM in the IMI by the Castrol ASM/DBM.

DSR rewards earnings paid weekly upon submission of Turfview data.

Installer must purchase less than 250 gallons in Castrol purchases for the previous 12 months in order to qualify as a “new account”.

Installer must purchase a minimum of 1,000 gallons per year (250 gallons per quarter) to qualify for new account bonus.

New Account Bonus will be paid upon a new accounts annualized volume after a 92 day verification period (92 days from the first invoice date) and will remain eligible to earn a new account bonus for a period of 12 months from the first invoice date. Example: If a new account purchases a minimum of 250 gallons, but not more than 749 gallons, after the 92 day verification period, DSR will be rewarded the corresponding bonus of 50,000 points. If the account does not reach this threshold within the first 12 months of purchases, the bonus will not be paid. Volume equal to or greater than 750 gallons over a 92 day verification period will award DSR with a bonus point amount stated in its corresponding tier.

Accounts that have been obtained through distributor conversion do not qualify as a “new account”.

Large national accounts with multiple locations are subject to approval by Castrol and qualification for program rewards is at the sole discretion of Castrol and BP Lubricants USA.

EXCLUSIONS:

- PCO and Specialty National (DFF) Accounts*
- HD/IND Specialty National (DFF) Accounts
- HD/IND Specialty General Industrial Business
- Partner OEM New Car Dealer (DFF) Accounts

TRAINING & PARTICIPATION INCENTIVES:

DSRs will earn points for actively using Castrol InSight. Points to be awarded as described in the Castrol InSight program outline

I certify that I have read and approve the Terms and Conditions of the Distributor Rewards Program and am authorized to approve my organization’s participation in this incentive program.

CANCEL

ACCEPT AND APPROVE



Thank you!